# Completing CDI and Coding Queries

Overview

When a clinician opens the In Basket Chart Completion folder, deficiencies, and Coding/CDI queries are listed for completion. When addressing a "Coding/CDI Query" In Basket message, clicking **Respond with Note ↗** will open the patient chart and the sidebar **To Do** Tab. New Notes automatically have a note type of Progress Note, which is the preferred note type to address Coding/CDI queries for the CDI Team to review. For pended or signed notes, users have the option to complete the unfinished note or addend a signed note. Please note that CDI/coding queries and your response in the chart are a part of the patient's legal medical record.
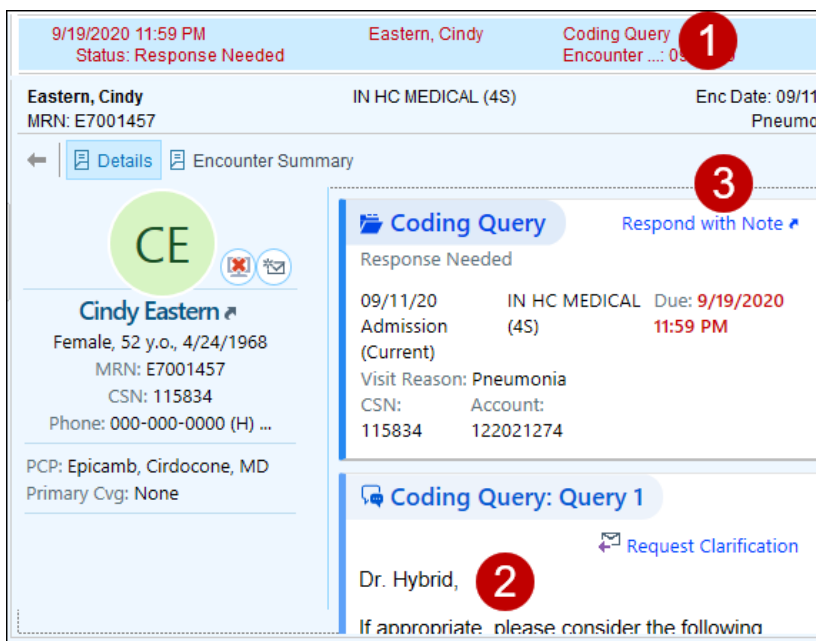
> ℹ️ If you need clarification or additional information from the CDI team, click **↩ Request Clarification** hyperlink. Please note that this **WILL NOT** satisfy the query. After clarification with the CDI team, please respond to the CDI query with your final answer in a <u>new progress note</u> for purposes of complaint documentation in the patient's legal medical record and for accurate billing.

In Basket Hospital Chart Completion-CDI or Coding Query

To view and complete a CDI or Coding query, open your In Basket Hospital Chart Completion folder. A CDI query is a Clinical Documentation Inquiry.
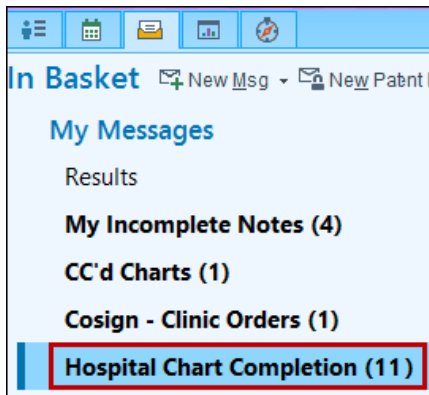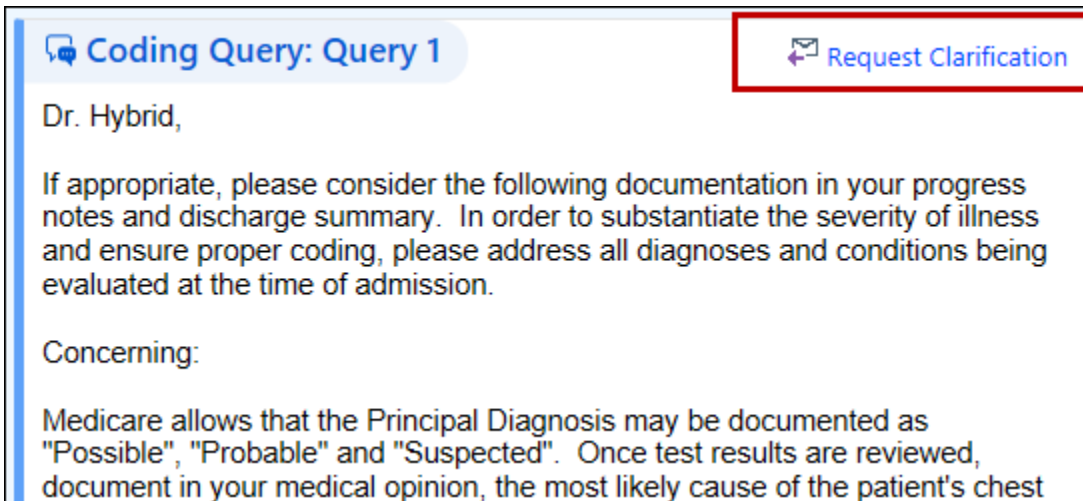

1. Click to select the patient.
2. Review the Coding Query in the details report.
3. Click **Respond with Note** hyperlink.

> **!** The response note **MUST BE** completed from the Respond with Note to access the To Do sidebar. This is the only option to satisfy all steps of the query process.

If you need additional information or clarification from the CDI/Coding Query teams, click the Request Clarification hyperlink. Once the Request for Clarification is accepted and submitted, that deficiency will be completed in the In Basket, however this will **NOT** satisfy the clinical documentation query request. A new query will be sent by the CDI team with the clarification information for you to complete in a new progress note and satisfy the query.
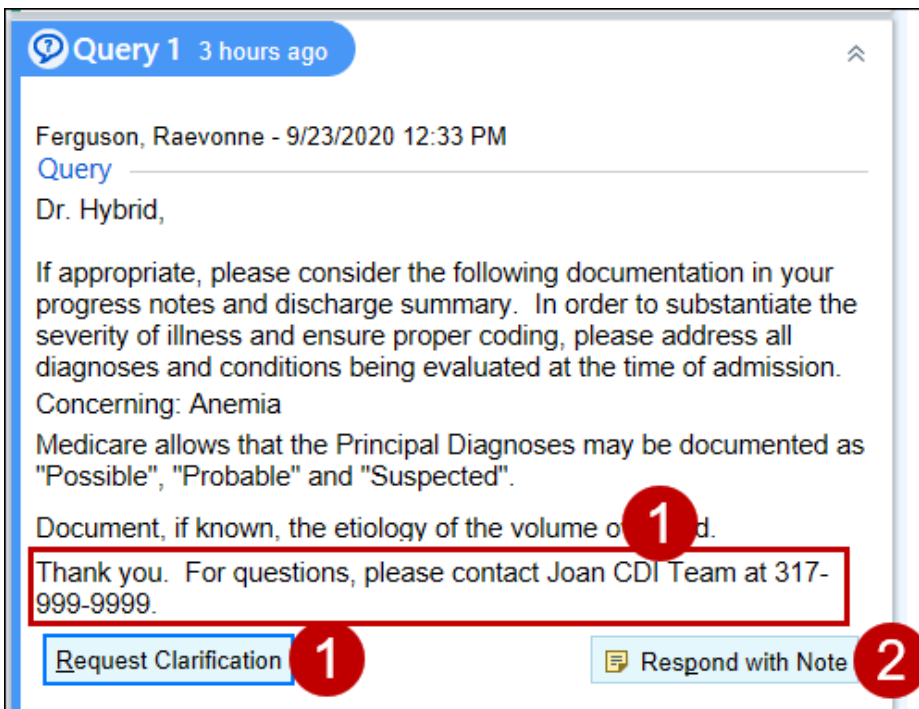
Respond with Clarification is also an option once you open the Respond with Note hyperlink. You are able to:
1. Contact the CDI team member directly or click Request for Clarification.
   - The CDI Team will respond with additional information for the provider to complete the progress note and satisfy the query.
2. Click Respond with Note to complete a New Progress Note to satisfy the query.

The **Respond with Note** hyperlink will launch the "To Do" sidebar in the patient's chart and open the query. Any additional deficiencies will also be available in the To Do sidebar and can be completed as well. Queries will always fall below any other deficiencies, to the bottom of the list.
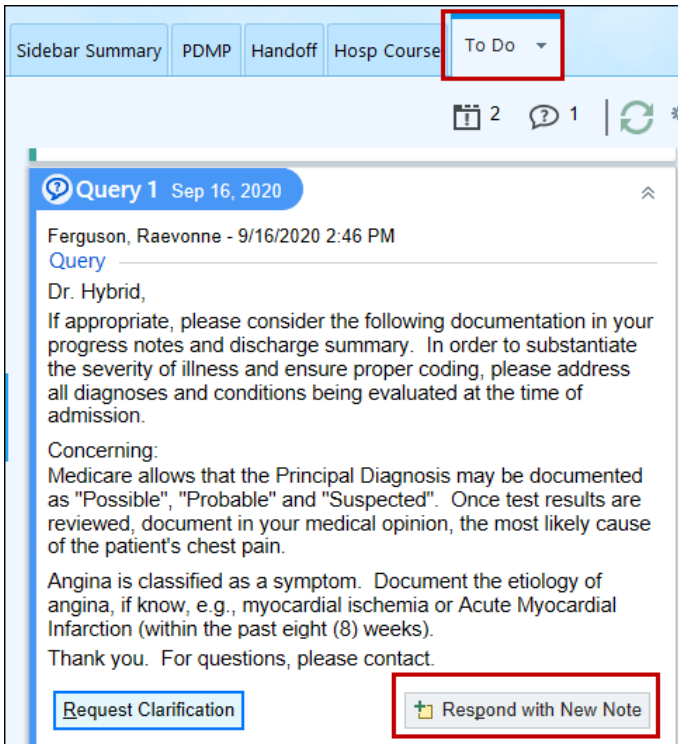
To complete the Query in the To Do sidebar:
1. Review the Query.
2. Click **Respond with New Note** and complete a new Progress Note to satisfy the query.
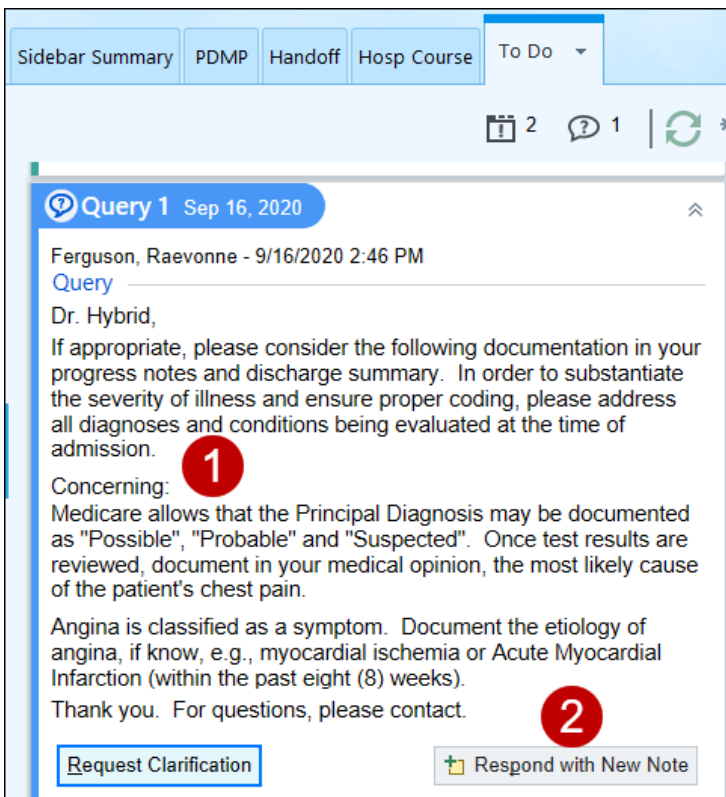
A note type of Progress Notes will automatically launch. This is the preferred note type for the CDI Team to review and verify new notes signed address the query.

When responding to a CDI query please use this Smart Phrase, which can be added to any note, **.CDIQUERYRESPONSE** will pull in the following SmartPhrase, *In response to the Clinical Documentation Integrity query ***.* Complete the wild card *** with details to satisfy the query request.

Once the note is signed, a completion screenwill replace the query information in the To Do sidebar. This will also complete the In Basket deficiency.
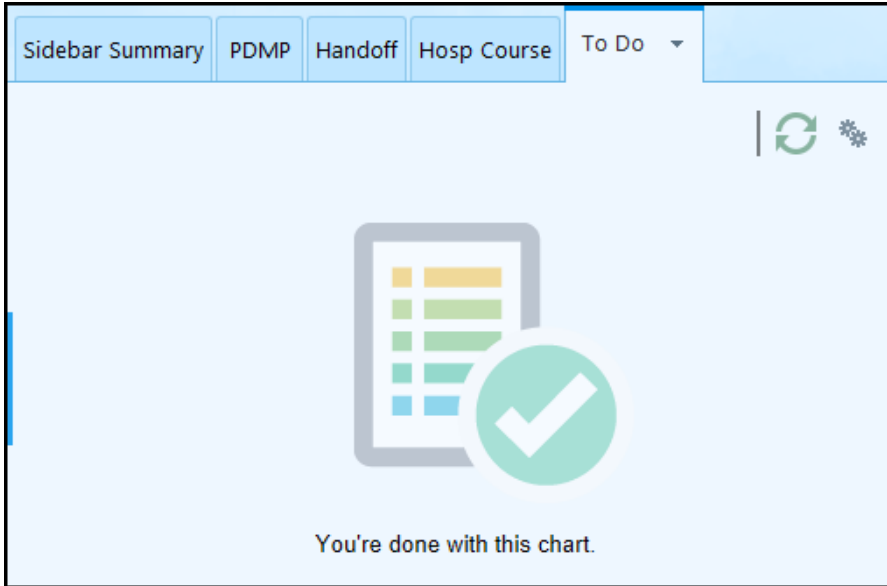
Completing a CDI Query with an Incomplete Note

When there are exisiting notes for a patient, the Note Selection box will display all notes with the note Type, Status and Note Time.

> ⓘ Reminder: When responding to a CDI query please use this Smart Phrase, which can be added to any note, **.CDIQUERYRESPONSE** will pull in the following SmartPhrase, *In response to the Clinical Documentation Integrity query ***.* Complete the wild card *** with details to satisfy the query request.

If you have a note started for this patient that is pending, you can select the note and click Edit to finalize this note and complete all query details.

Clarify if the diagnosis(es) listed below were:
- Present on Admission/or being evaluated at the time of admission
- Not present at the time of admission
- Clinically undetermined diagnosis(es)

Thank you. For questions, please contact:

📋 Respond with Note

Note Selection   ⑦

Type	Status	Note Time
Progress Notes	Incomplete	9/18/2020 2:57 PM
Progress Notes	Signed	9/16/2020 1:43 PM
H&P	Signed	9/14/2020 5:37 PM

➕ New Note   ✏ Edit   📋 Attest   ✖ Cancel

Completing a CDI Query with an Addendum

You can choose to respond to the query with an Addendum on an signed note. Click on the line to select that note, then click Addendum. Complete the updated note and sign. This will complete and clear the coding query from your In Basket.

ℹ	Reminder: When responding to a CDI query please use this Smart Phrase, which can be added to any note, **.CDIQUERYRESPONSE** will pull in the following SmartPhrase, *In response to the Clinical Documentation Integrity query ***.* Complete the wild card *** with details to satisfy the query request.

📋 Respond with Note

Note Selection   ⑦

Type	Status	Note Time
H&P	Cosign Needed	9/8/2020 2:57 PM
Progress Notes	Signed	9/8/2020 2:56 PM
Progress Notes	Incomplete	9/8/2020 2:05 PM

➕ New Note   ✏ Addendum   📋 Attest   ✖ Cancel

Completing a CDI Query with an Attestation

If you need to update an existing note, but do not want to become the note's author, you can also respond to query by attesting a note.

> **ⓘ** Reminder: When responding to a CDI query please use this Smart Phrase, which can be added to any note, **.CDIQUERYRESPONSE** will pull in the following SmartPhrase, *In response to the Clinical Documentation Integrity query ****. Complete the wild card *** with details to satisfy the query request.

ⓟ Coding Clarification 4 hours ago   ⌃

Hilleman, Leslee - 08/10/2019 2:54 PM
Query
Dear Dr. Nichols,
In order to code Artemis Delos's account, I need clarification on the following pieces of documentation in the patient chart: consult note.

Please revise your documentation as appropriate.

Sincerely,
Leslee Hilleman

                                                                    🗏 Respond with Note

Note Selection   ⑦

Type	Status	Date of Service
Assessment & Plan Note	Written	8/9/2019 12:15 AM
Assessment & Plan Note	Written	8/9/2019 12:14 AM
Progress Notes	Incomplete	8/8/2019 11:55 PM
Progress Notes	Attested	8/8/2019 11:06 PM

🗁 New Note   ✏ Edit   📋 Attest   ✖ Cancel